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BENEFITS TO REGULATORS

- Less consumer/end user frustration and confusion
- NTPA provides a source of quality information
  - Single neutral source
  - Consistent application of rules
  - Ease of audit
  - Process measurement reporting
- Source to facilitate resolution of slamming complaints
- NTPA provides a transparent neutral process that promotes fair competition
- Future - Lower cost to consumer by eliminating duplicate carrier investment and processes
- Improved communication within industry during local service migration, will reduce customer problems, such as, billing start/end
- Reduced chance of PIC freeze Jamming.
- Identification of customers when a carrier goes out of business.

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IXC BENEFITS

- Single point to send all PIC transactions
- Neutral consistent handling of all PIC transactions
- Measurable processes, such as, time to activate PIC request
- Neutral consistent handling of PIC freeze protection administration
- Transfer of PIC, PIC freeze or notification of LEC change during local service migration
  - Avoid customer billing issues

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LEC BENEFITS

- Eliminate expense to process PIC freezes
  - Three way calls, assistance with customers opting out of IVR
- Eliminate need to develop CLEC communications
- Single source of PIC/LSR requests in preferred format
- Greatly reduce exception handling
- Eliminate maintenance of multi-data exchange formats
- Improved customer experience
- Relief of burden to neutrally administer while in direct competition

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CONSUMER BENEFTIS

- Assures PIC changes in acceptable timeframe while still having benefit of PIC freeze
- Increased security & neutral handling for consumer of CSR information
- Smooth transparent process experience for end user of PIC freeze protection changes
- Single point of contact for PIC freeze protection requests
- End user better informed of PIC freeze protection by neutral administrator
- Improved communication within industry during local service migration will reduce problems, such as, billing issues
- Increased confidence and satisfaction in telecom competition

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BENEFITS OF NTPA

Neutral administration promotes competition:

- By providing a fair and transparent process
- Insures strict neutrality and confidentiality
- Consistent handling of transactions
- Works in a multi-operator environment
- Easy audit - transaction history and measurable processes
- Single point for PIC Freeze, CSR requests and optionally CARE and LSR transactions (clearinghouse)

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Cost Model Example
CSR Database

NCS has used various cost models, this is one example.

- Implementation costs $_____
- Database administration costs $ _____/month
  - Incremental Cost based on PIC Freeze database
  - Cost reduction with additional processes supported
  - Can convert to transaction billings, if high volume
  - Includes CSR database updates from LSPs
- CSR Request & response $ _____/request
  - Tiered pricing based on volume
  - If TPV used, see TPV costs

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Cost Model Example
PIC Freeze

NCS has used various cost models, this is one example.

- Implementation costs $_____
- Database administration costs $ _____/month
  - Cost distribution Pro-rated based, on carrier usage
  - Includes database query for PIC freeze status & LSP ID
  - CARE database maintenance
- TPV/PIC Freeze administration $ _____per call
  - Budgetary estimate based on rough requirements
  - Includes TPV for LD or local, PIC freeze verification
  - CARE PIC freeze status record updates

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Timeline

- PSC Order
- Preparation of RFP
- Selection of vendor
- Requirements definition - 6 - 8 weeks
- Development - 4 - 6 months
  - Existing system allows for rapid development
- Acceptance testing - 1 - 2 months
- Implementation
  - Load of databases
  - Start of Service order updates

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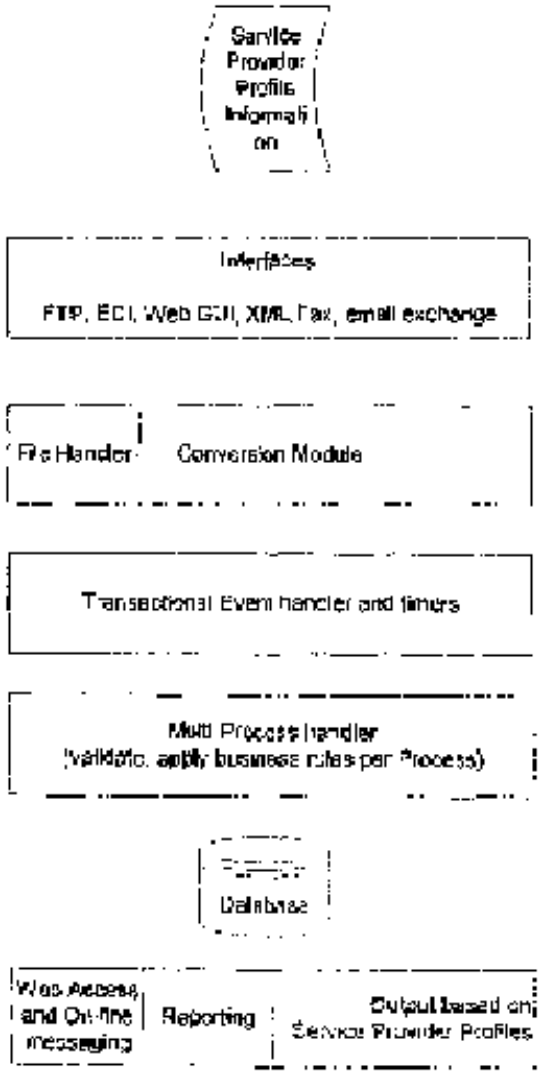
NCS SYSTEM



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INTERFACES

- CSR requests and responses
  - XML, Email exchange, GUI, fax or phone if TPV
- LSR transactions
  - Web GUI, Email exchange, CORBA
- CSR database updates
  - API, Web GUI, Email exchange, CORBA

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LSR CLEARINGHOUSE

- In order to maintain current network SP(s) and Local SP information it is recommended that the NTPA also route all LSRs, confirmations and notifications, this will not slow transaction - NTPA will extract confirmed service provider changes for CSR database.
- NTPA can; - identify current NSPs and LSP, - track LSR transactional loop, - maintain contact & escalation lists in our service provider profile database, send directory information.
- The NTPA will maintain a transactional history by BTN/WTN for 2 years or per requirements
- Transfer of PIC, PIC freeze or notification of LEC change during local service migration
  - Avoid customer billing issues

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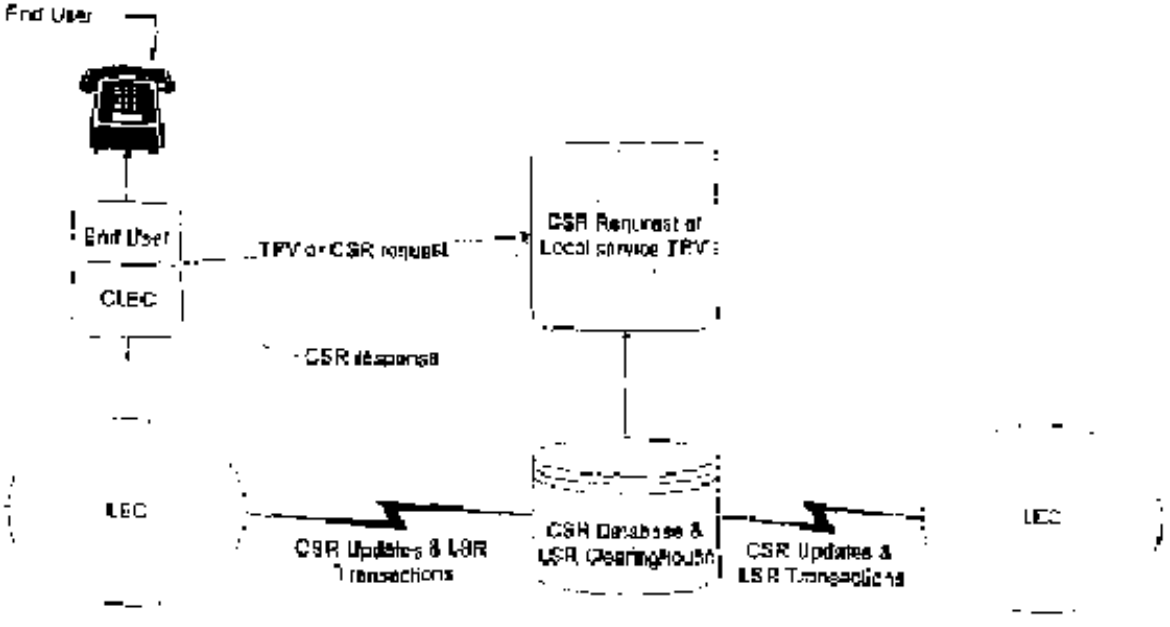
CSR ADMINISTRATION



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CSR PROCESS

- NTPA handles TPV or receives CSR request via email exchange or Web, with certification of AGAUTH (customer authorization)
- The CSR record is send by email, message or other method upon acceptance of TPV or CSR request
  - Optional - Can send partially pre-populated LSR.
  - Optional - Request network information when required
- Support Mass local service migration

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IMPLEMENTATION

Once the centralized customer database for PIC Freeze is established, several other services to support competition can be cost effectively added.

- Load additional data elements or CSR records
  - Customer service options (voice mail, etc.)
  - Identity of Network SPs and Local SP
- Maintain database with service order activity or CSR and LSR transactions
- Establish a synchronization process
- Service Provider profile (connectivity, contact info, security, etc.)

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GOAL

- To provide a central CSR database and flexible LSR/CSR clearinghouse, with minimal changes to current systems/processes and value added by providing single point for pre-port inter-carrier communications.

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PROPOSED CSR PROCESS

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INTERFACES

- CARE & PIC Freeze status transactions
  - EDI, FTP, Email exchange, GUI
- PIC Freeze Changes - End user
  - Phone (live agent or VRU), fax, mail
- PIC Freeze Changes - IXC/End user
  - Phone (live agent or VRU), fax

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PIC FREEZE
NEUTRAL ADMINISTRATION

- Application for PIC/PLOC freeze
  - NTPA will provide 800 lines to voice response unit (VRU) to administer all enrollment requests direct from subscribers
  - NTPA will process all written requests from subscribers
  - NTPA would be handle all phone requests from subscribers for PIC freeze protection
- Subscriber suspension of PIC/PLOC freeze protection
  - NTPA will process written suspension requests from subscribers
  - NTPA will provide 800 lines to VRU to suspend PIC/PLOC freeze
  - NTPA can replace LEC in three way call to suspend protection
  - NTPA can combined TPV with PIC/PLOC freeze overlay
- NCS will notify all participating IXC/LECs of protection status changes, and optionally generate PIC/PLOC changes
- A single administrator will simplify the process for all parties

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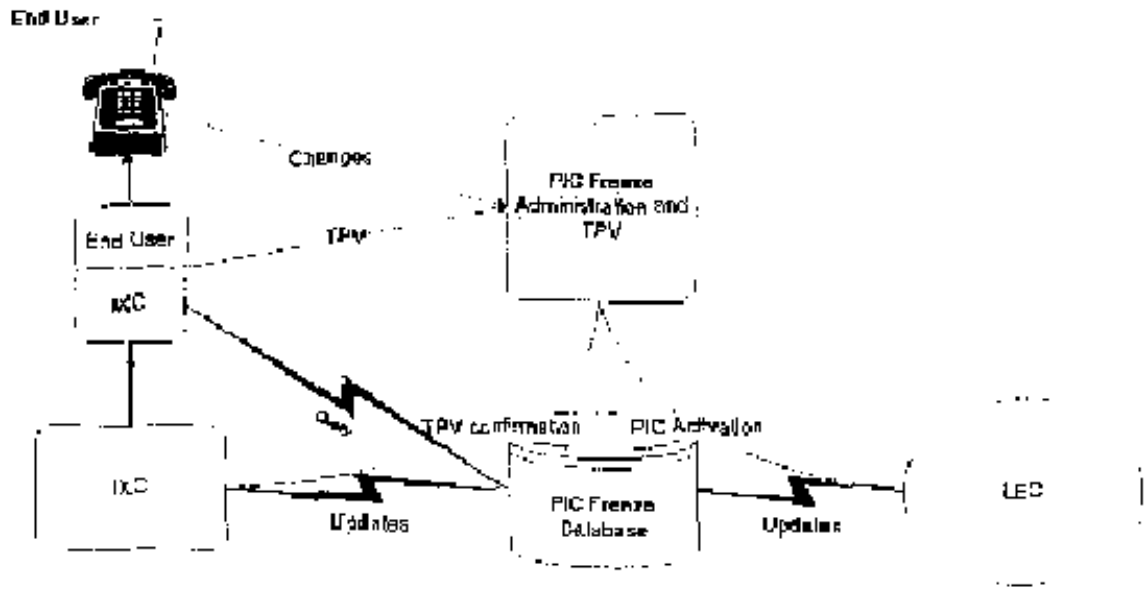
PIC FREEZE ADMINISTRATION



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Proposed Neutral PIC Freeze change Process

- Sales agent determines PIC Freeze status in on-line query
- If yes, Sales agent forwards call to NTPA
- NTPA verifies identify and removal of PIC Freeze, verifies PIC change and re-applies PIC Freeze if desired.
- Sends notification of PIC freeze status change to LEC/IXC, previous IXC and new IXC.
- Optionally, can send PIC activation request to LEC with pending notification to IXC.

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IMPLEMENTATION OF NEUTRAL PIC FREEZE PROCESS

- Initial load of local customer database from Local Service Providers
- Daily or real-time updates on service order activity (adds, changes & disconnects) using CARE transactions
- A perpetual customer database synchronization or audit to maintain accurate synchronized database
- Establish PIC Freeze standard script
- Define each carrier's requirements (scripts,process, etc.)

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Goal

- To provide centralized neutral PIC Freeze administration and database, with minimal changes to carrier current systems and processes.

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PROPOSED NEUTRAL PIC FREEZE ADMINISTRATION

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Experience

- Processed CARE transactions since 1985
- Centralized telecom database & data clearinghouse services since 1997
- PIC Freeze administration since 1997
- Third Party verification services since 1998
- Focus on Processes and Services

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Neutral Third Party Services

US, Mexico, Argentina, Venezuela, Brazil, and UK

In total we provide the following services:

- Centralized line level customer database
- PIC/Porting clearinghouse
- TPV services (inbound and Outbound)
- PIC dispute resolution
- PIC freeze administration
- Number administration
- Carrier help desk
- Bad Debt database administration
- Auditing
- Industry reporting on Competition
- Industry meeting support

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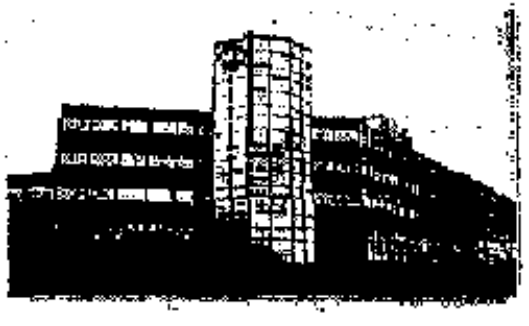
NCS Pearson Company Profile



A Global Information Services Company

- Provide services, systems and software for the collection, management and interpretation of data
- Serve major segments of
  - Education & Testing
  - Telecommunications
  - Government
- 5,000 employees in 30 facilities worldwide
- Revenue of $750 million in 2000
- Headquartered in Minneapolis, Minnesota
- Unit of Pearson plc, based in London, UK

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OUTLINE

- Who is NCS Pearson?
- PIC Freeze Administration
  - Goal, implementation, process, interfaces
- CSR Database Administration
  - Goal, implementation, process, interfaces
- NCS System
- Discuss
  - Timeline
  - Costs
- Benefits

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New York Neutral Third Party Administration (NTPA)

Presented to NY PSC

August 16, 2001
by Linda K. Link

ATTACHMENT G

Conclusion

The Commission should take the steps necessary to reconcile the PIC freeze system with the current state of telecommunications competition in all New York markets. That means permitting customers to opt for a PIC freeze for long distance, regional and/or local service. At the same time, because Verizon is now a competitor in all these markets, it should not be permitted to administer the PIC freeze system for any service. Rather, the PSC should require that a neutral third party, independent of all providers, operate the PIC freeze system.

Dated: New York, New York
June 8, 200

Respectfully submitted,

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